



Fact Sheet – DWMMC  
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## **Deployed Warrior Medical Management Center**

### **Mission, Functions and Tasks:**

The Deployed Warrior Medical Management Center (DWMMC) expediently coordinates patient movement and medical care for servicemembers and civilians who become wounded or ill while serving in support of Operation Enduring Freedom (Afghanistan) and Operation Iraqi Freedom.

Led by a US Navy physician, Lieutenant Commander (Dr.) Fred Lindsay, the DWMMC is staffed by 40 deployed active duty and Reserve Sailors, 15 civilians, and six active duty Soldiers. It is located in temporary, container-type buildings adjacent to the main entrance to LRMC.

The DWMMC's medical and administrative support functions begin before the patient arrives at LRMC and end after he or she departs.

In the patient reception and medical care phases of a patient's visit to LRMC, the DWMMC staff: tracks patient movement in the worldwide aeromedical evacuation (AE) system, monitors AE departures from downrange and their arrivals, records medical information into computerized systems before patients arrive, plans and coordinates the admission of patients into either the inpatient or outpatient (clinic) setting, meets and medically triages patients when they arrive at LRMC following the flight from downrange, and ensures everything is in place to accommodate the patient's "everyday life" needs – from billeting to chow to luggage handling to clinic medical appointments.

When patient care is concluded at LRMC, the DWMMC coordinates the patient's departure from LRMC, either to return to duty downrange or to be medically evacuated for more long-term definitive care in the United States. These tasks are described in more detail in the "DWMMC Continuum of Care" section, below. As of November 2008, the DWMMC has managed more than 55,000 patients.

**History:**

An increase in patient volume that began at LRMC in 2001 was accompanied by a commensurate increase in accountability and administrative processes that required an expanded Patient Administration function within the command.

The traditional Medical Holding Company was used as the model for the initial development of the DWMMC, a non-doctrinal organization. In response to new logistical and operational process challenges that arose with the Global War on Terrorism, such as the related increase in patient volume, multiple teams and sections -- "cells" -- were developed. Each cell had a unique set of tasks, but all those tasks were interrelated, and the need to streamline and improve patient movement led to them being brought together under the organization that came to be known as the DWMMC. The DWMMC was officially established in October 2001, coincident with the beginning of OEF.

Since then, the DWMMC has continued to evolve, grow, improve its processes and outputs, and adapt to changes in joint, service-specific, and hospital policy and guidance.

**DWMMC Continuum of Care:**

The DWMMC continuum of care consists of four broad areas:

- Arrival & In-processing
- Scheduling & Patient Care
- Housing & Transportation / Non-medical Services
- Out processing & Departure

**Arrival & In-processing:**

Patients from downrange arrive on aeromedical evacuation flights at nearby Ramstein Air Base. Prior to their arrival, a DWMMC nurse reviews the available medical information available online and develops, in close coordination with LRMC providers, a plan as to the level of care the patient will receive at LRMC. Once the patients are deplaned, they are transported to LRMC by an Air Force ambulance bus (AMBUS), accompanied by Air Force medical personnel. As they are offloaded from the AMBUS at the front entrance at LRMC, a DWMMC Triage Nurse stands by to do a rapid assessment of each patient in order to make a final validation of the previously developed medical plan for each patient - either outpatient services, in which case the patient is assigned to the Medical Transient Detachment, or as an inpatient assigned to a hospital ward.

**Scheduling & Patient Care:**

Soon after their arrival, patients meet with their case manager. DWMMC Case Managers are civilian Registered Nurses who coordinate care provided for Wounded Warriors and civilians. They work closely with the physicians, command liaisons, the servicemember's command, and the DWMMC Clinic.

Case Managers enter patient information into the Theater Medical Data Store system in order to facilitate a seamless and paperless flow of medical information to the next level of care. DWMMC Case Managers help ensure that all medical tasks are completed prior to the patient's departure, and they serve as advocates for the patient's healthcare.

Medical care provided to DWMMC patients by LRMC includes that provided by the DWMMC Clinic. Located adjacent to the Emergency Room, the DWMMC Clinic serves as the patient's source for primary care during their stay at LRMC, medication refills, ensuring Traumatic Brain Injury screening is completed, and sick call.

The average length of stay at LRMC is three to five days for inpatients and 10 days for outpatients.

**Housing / Non-medical care:**

Military outpatients received by DWMMC reside in one of two buildings that make up the Medical Transient Detachment (MTD). The MTD can house up to 140 outpatients, and served about 5,000 patients last year.

The DWMMC's Nurse Case Managers make housing arrangements for contractors and civilians who are received through DWMMC.

The DWMMC actively coordinates with other agencies, such as military liaisons and the chaplain's office, for the non-medical needs of its patients. Patients received by DWMMC are provided ID cards (if needed), phone cards, new uniforms, civilian clothes, toiletries, local cultural trips, as well as other personal items – all complimentary - and administrative support required such as resolving military pay issues.

**Outprocessing & Departure:**

LRMC providers determine whether the patient can be returned to duty downrange or should be transferred to the U.S. for continuing care, and they communicate the plan to the DWMMC via a Patient Movement Record. For cases in which the patient is to transfer to the U.S. for care, nurses from the DWMMC Aeromedical Section assemble essential patient information, collaborate with the provider, and process a Patient Movement Record.

The primary goal is to transfer patients to a stateside medical treatment facility offering the best capability for the patient care, always in accordance with all applicable patient movement policies. Stateside movement can be by either military or commercial air. U.S. Army personnel on DWMMC staff prepare and issue Temporary Change of Station orders for servicemembers bound for care in the U.S.

For Wounded Warriors being returned to duty downrange, the DWMMC makes travel arrangements for the patient via military aircraft, which depart from Ramstein Air Base.

**Summary:**

The Deployed Warrior Medical Management Center has developed into the model for Patient Tracking and Accountability for major contingency operations such as OEF/OIF. We strive to provide timely and customer-friendly service, 24 hours a day, 7 days a week, to facilitate Warrior Care and assist commands to meet their contingency missions.

(Current as of July 2009)